



# THE COMMUNITY CARE LICENSING DIVISION'S Quarterly Update

Spring 2017

## CHILDREN'S RESIDENTIAL UPDATE

### *Children's Residential Licensing Program Mission:*

*The Children's Residential Licensing Program licenses and monitors Adoption Agencies, Foster Family Agencies and Certified Family Homes, Foster Family Homes, Resource Family Homes, Group Homes, Crisis Nurseries, Runaway Youth Shelters, Small Family Homes, Transitional Housing Placement Programs, and Short-Term Residential Therapeutic Programs in an effort to ensure that they provide a safe and healthy environment for children who are in residential care.*

### A Note from Pamela Dickfoss, Deputy Director

Welcome to our Spring 2017 Children's Residential Program Quarterly Update! The Community Care Licensing Division (CCLD) is continuing to make significant advances with the Continuum of Care Reform (CCR) effort. This is a true collaboration with various Divisions within the Department. We are pleased to announce that the Foster Family Agency (FFA) [Interim Licensing Standards Version 2](#) was published at the beginning of the year.

Carefully selected, well trained, quality Resource Families are a critical component to the success of the CCR. FFAs are a key element in facilitating the recruitment, training and retention effort. Currently, the Department is focusing on reviewing, processing and approving FFA implementation and conversion plans contained in their comprehensive program statements. This will allow the FFAs to begin approving Resource Families and converting their existing Certified Family Homes to Resource Family Homes.

For more information on the conversion process please see Provider Information Notice (PIN) [17-03-CRP](#). Additionally, Version 2 of the [Interim Licensing Standards](#) for the Short-Term Residential Therapeutic Programs

(STRTP) was published in late January. The STRTP application, plan of operation and program statement approvals are also underway.

Resource Family Approval (RFA) is in full swing and the Department has received Implementation Plans from all 58 counties. We are in the process of reviewing the plans and providing technical assistance to counties as needed.

An [All County Letter \(ACL\) NO. 17-16](#) on the conversion of existing families to RFA has been published. Version 4 of the [Written Directives](#) was released on January 6, 2017. The Department is developing a process to establish Memoranda of Understanding (MOU) for the services the Department will provide on behalf of counties. Regional RFA Academy trainings are taking place through the Regional Training Academies (RTA) and the Department is providing regional Technical Assistance RFA Trainings (TARFAs) to the counties.

Finally, we invite you to have a look at our newly improved user-friendly [webpage](#). We hope that this represents CCLD in a more accurate light and that visitors are better able to access information.

## INSIDE THIS ISSUE

<a href="#"><u>Changes to Management</u></a>	<a href="#"><u>2</u></a>
<a href="#"><u>New CDSS Website</u></a>	<a href="#"><u>3</u></a>
<a href="#"><u>New System News</u></a>	<a href="#"><u>3</u></a>
<a href="#"><u>Resources and Reminders</u></a>	<a href="#"><u>4</u></a>
<a href="#"><u>2017 Child Safety Seat Law</u></a>	<a href="#"><u>5</u></a>
<a href="#"><u>Return to Annual Inspections</u></a>	<a href="#"><u>6</u></a>
<a href="#"><u>Monitoring of RFH Homes</u></a>	<a href="#"><u>7</u></a>
<a href="#"><u>Health and Safety for Spring</u></a>	<a href="#"><u>8</u></a>

### Changes to Management

#### **Thank You Angela Valdez!**

After 32 years of state service, 25 of which were with the Community Care Licensing Division (CCLD), Angela Valdez has retired. She was the Program Administrator (PA) for the Children's Residential Program. Angela started her career with CCLD as a Licensing Program Analyst, where her experience as a registered nurse in Scotland working with individuals with mental health needs, helped as she championed a higher quality of life for residents in community care facilities. Angela's vast understanding of CCLD's operations assisted her greatly as the PA. She was well liked by staff and will be greatly missed. We wish her much happiness in her retirement.



#### **Welcome to QAATS Renee Kurjiaka!**

Renee has been hired as the Staff Services Manager II for the Quality Assurance, Advocacy & Technical Support Bureau (QAATS) within the Community Care Licensing Division (CCLD) effective February 21, 2017. Renee is coming from the Department of Developmental Services, where she was Chief of the Quality Management Section. She brings over 16 years of extensive managerial experience in leading dynamic teams in the development and coordination of complex programs. She is committed to continuing the strong working relationships established at CCLD while utilizing her vast knowledge of implementing continuous quality improvement procedures to assure valid and reliable resources are efficiently utilized.



## Department of Social Services New Website

We are excited to announce that the Department of Social Services, Community Care Licensing Division's new and refreshed website has gone live. We encourage everyone to visit and explore the new website which showcases our full spectrum of services in a more user-friendly manner. New dropdown menus are featured for ease of navigation. Formatting changes allow for a quicker, easier read of the contents, collectively serving to provide you with a distinct, enhanced user experience.



When we started this project, we had big ideas—from updating the Department's messaging to helping users get from one place to another without skipping our most important contents. Our solution included adding new icons for greater ease in selecting areas of particular interest. We have also incorporated new graphics to add to the overall quality and feel of our website. We hope you like the changes. If you have any feedback, please send us an e-mail at [cclwebmaster@dss.ca.gov](mailto:cclwebmaster@dss.ca.gov).

## Most Commonly Cited Deficiencies for 2016

The Most Commonly Cited Deficiencies for 2016 is now available on our website and can be viewed at the following link: <http://www.cdss.ca.gov/inforesources/Community-Care/Self-Assessment-Guides-and-Key-Indicator-Tools/Most-Commonly-Cited-Deficiencies>

## New System News

The Child Welfare Digital Services (CWDS) maintains and operates the current Child Welfare Services/Case Management System (CWS/CMS) and is developing the Child Welfare Services-New System (CWS-NS). CWS-NS will replace and improve upon a set of key digital services currently provided by the CWS/CMS, Licensing Information System (LIS), and Field Automation System (FAS), collectively referred to as "legacy systems."

One of these digital services is the Certification, Approval, and Licensing Services (CALs), which will provide an integrated, statewide Resource Family Home approval system for counties and a facility licensing system for CCLD's Children's Residential Program (CRP). While CALs will be developed with CRP specifically in mind, it is being built in a way to allow later customization for Adult and

Senior Care, Child Care Licensing, and Home Care Services' needs as well.

On January 5, 2017 the state executed a contract with Cambria Solutions, Inc. as the CALs Design and Development Team. On January 24, the CWDS CALs Business Team hosted a four-day onboarding session with Cambria Solutions and subject matter experts from five counties (Los Angeles, Orange, San Francisco, San Joaquin, and San Mateo), and three CCLD Regional Offices (Culver City, Monterey Park, and San Jose). This was a unique opportunity for the participants to get to know one another in person, to receive information on the core strategies needed, and to develop a strong common vision to take on the exciting work that lies ahead.

In February, the Design and Development team visited several counties and CCLD field

offices, including Natomas, Monterey Park, and Culver City to research users' needs for a new system and pain points in the use of existing systems. This important work includes the shadowing of staff as they carry out their office and field assignments, including the way they navigate the legacy systems, plus manual and external systems. This research will continue throughout the spring, but thanks to the wonderfully organized visits which have been made already, an initial roadmap for how to approach meeting users' needs is starting to emerge.

We continue to need your participation, as user research and testing activities are critical to understanding what features we need next in the New System. It is this continuous process of research, feedback, testing, and incremental development that will give the estimated 25,000 users statewide a system which far surpasses what is available today by way of innovation, field-relevance, completeness, and intuitive user interface experience.

We are currently working on a Proof of Concept to display a facility profile. This first

step is to show that data can be integrated from multiple systems. It is the building block upon which the first feature, based on the synthesis of user research and ongoing collaborative meetings, will be built.

All of the CWDS CALS Team can be reached directly at [CWDSCALS@osi.ca.gov](mailto:CWDSCALS@osi.ca.gov).

Please do not hesitate to send in questions or share your insights about what you need in a new facility licensing system.

More information about the progress, scope, and vision for CALS development and all of the CWS-NS digital services can be found at the following website: <https://cwds.ca.gov/>.

- Stay informed: [Subscribe](#) to the mail list.
- “[Dashboard](#)” has links to each team’s work.
- “[For Stakeholders](#)” has links to Events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.
- Choose the social media options at the bottom of any page to view and follow CWDS updates including: [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#).

## Resources and Reminders for the Spring

### **Tax Season Resources for Foster Parents**

With the arrival of tax season, foster parents may wish to consult with their professional tax preparers concerning tax deductions and credits they may qualify for. There are also online information sources available, such as the [National Foster Parent Association \(NFPA\)](#). Additionally, the California Department of Social Services (CDSS) is continuing its partnership with other state agencies and a coalition of non-profit organizations to spread awareness of the Earned Income Tax Credit (EITC). For more information on EITC,



including a directory of Volunteer Income Tax Assistance (VITA) for those who qualify for free assistance in filing their taxes, please visit our [website](#).

### **Educational Resources for Foster Youth**

Per [Welfare and Institutions Code \(WIC\) Section 16001.9\(a\)\(13\)](#), attending school is a personal right of foster youth. It is also an important personal investment in the foster youth’s journey toward a successful transition into young adulthood. Foster youth and their caregivers are invited to visit the [Occupational Wellness](#) webpage on the Department’s





website. It contains an extensive array of educational resources and helpful links covering highly relevant topics such as college planning, scholarship programs, support services, success strategies, and helpful contacts.

### **Emergency Evacuation Procedures**

Regularly reviewing and practicing emergency evacuation procedures is an important part of ensuring the health and safety of the children and youth in foster care placement. The beginning of a new season may serve as an optimal time to conduct a refresher session in going over the basic procedures and list of contacts in the event of a facility emergency such as a fire, flood, earthquake, power outage, or inclement weather.

## **2017 Child Safety Seat Law**

Buckling up is the single most effective means of protecting yourself and your passengers in the event of a crash. It is extremely important to make sure all children riding in your car are properly secured before every trip—even for the one just around the corner. In fact, most collisions have been found to occur within a mile of the home.

Thousands of children are injured or killed every year because their child passenger safety seats are not installed properly. According to the [Centers for Disease Control and Prevention \(CDC\)](#), motor vehicle crashes are a leading cause of death amongst children. In 2014 the use of vehicle safety restraints saved the lives of 252 children ages four and under.



Per the CDC, child safety seats reduce the risk of death in car crashes by 71% for infants. For toddlers ages one to four, that figure is 54%. Booster seats reduce the risk for serious injury by 45% for children ages four to eight years.

More information on [emergency preparedness](#) can be found at the [California Department of Public Health](#) and at the [Federal Emergency Management Agency \(FEMA\)](#).

Providers for children's residential facilities are also encouraged to review the following sections of the Title 22 Regulations, Interim Licensing Standards, and county Written Directives concerning the review and practice of emergency procedures:

**Resource Family Homes** – County Written Directives

- [§ 11-05\(c\) – Emergency Procedures](#)

**Resource Family Homes** – Foster Family Agency Interim Licensing Standards

- [§ 88487.5\(c\) – Emergency Procedures](#)

**Foster Family Home** Regulations

- [§ 89323\(a\)\(1\) – Emergency Procedures](#)

Between 1975 and 2014 vehicle safety restraints for children saved an estimated 10,673 lives of children ages four and younger. For further information, please click this [link](#).

The following are the laws currently in effect concerning the use of child safety seats:

### **Current California Law:**

- Children under the age of eight must be secured in a car seat or booster seat in the back seat ([California Vehicle Code \(VEH\) § 27360\(a\)](#)).
- Children who are eight years of age OR have reached 4'9" in height must be secured by a safety belt ([VEH § 27360.5](#)).
- Passengers who are 16 years of age and over are subject to [California's Mandatory Seat Belt Law \(VEH § 27315\)](#).

### Effective January 1, 2017:

- Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat ([VEH § 27360\(b\)](#)).

For assistance on how to properly secure your child in a safety seat, please contact your local California Highway Patrol area office, and ask to speak with a Child Passenger Safety Technician. Click on this link to locate a [local Area Office](#) in California.

### Return to Annual Facility Inspections

The Department will be gradually increasing the frequency of unannounced facility inspections of children's residential facilities, pursuant to [Health and Safety Code \(HSC\) Section 1534](#). Foster Family Homes (FFHs) will likewise see an increase in the frequency of inspections (from the minimum of one every five years prior to this new law), but unlike that of the other children's residential facilities, these inspections will be announced.

The FFHs would, however, remain subject to unannounced inspections by the Department in response to a complaint, plan of correction, or for any of the following reasons listed below, under [HSC Section 1534\(a\)\(2\)\(B\)](#):

- When a license is on probation
- When the terms of agreement in a facility compliance plan require an annual inspection
- When an accusation against a licensee is pending
- When a facility requires an annual inspection as a condition of receiving federal financial participation



For more information or for additional links concerning this subject, please click on the following link to the [California Highway Patrol](#). Providers for children's residential facilities are also encouraged to review the following sections of the Title 22 Regulations, Interim Licensing Standards, and county Written Directives concerning the use of child seats:  
**Resource Family Homes – County Written Directives**

- [§ 11-10\(e\) – Transportation](#)

**Resource Family Homes – Foster Family Agency Interim Licensing Standards**

- [§ 88487.10\(e\) – Transportation](#)

**Group Home Regulations**

- [§ 84274\(c\) – Transportation](#)

- In order to verify that a person who has been ordered out of a facility by the Department is no longer at the facility

County-approved Resource Family Homes (RFHs) shall be monitored according to Section 9-01 of the county [Written Directives](#). Foster Family Agency (FFA)-approved RFHs shall be inspected according to Section 88370 of the [FFA Interim Licensing Standards](#).

As a reminder, FFA certified Foster Family Homes, licensed FFHs, and approved relative caregiver and non-related extended family member (NREFM) homes are required to convert to RFHs by December 31, 2019, at which time automatic forfeiture of their pre-RFA license or approval will take effect by operation of law.

The following constitutes the implementation schedule of the increased inspection visits to all children's residential facilities not already subject to an inspection for the reason listed above, under [HSC Section 1534\(a\)\(2\)\(B\)](#):

Effective January 1, 2017, and until January 1, 2018:

- Annual **unannounced** inspections of no less than **30 percent** of every children's residential facility (except FFHs, as noted above) shall be conducted by the Department.
- Annual **announced** inspections of no less than **30 percent** of every FFH shall be conducted by the Department.
- All children's residential facilities (inclusive of FFHs) not falling within their respective 30 percent (or more) sample randomly selected by the Department for annual inspections shall be inspected at least every **three years**.

Effective January 1, 2018 and beyond:

- Annual **unannounced** inspections of no less than **20 percent** of every children's residential facility (except FFHs, as noted above) shall be conducted by the Department.
- Annual **announced** inspections of no less than **20 percent** of every FFH shall be conducted by the Department.
- All children's residential facilities (inclusive of FFHs) not falling within their respective 20 percent (or more) sample randomly selected by the Department for annual inspections shall be inspected at least every **two years**.

## Monitoring of County and FFA-Approved Resource Family Homes

Per [Written Directives](#) Section 9-01, county-approved Resource Family Homes (RFHs) are to be monitored by the county providing the Resource Family Approval (RFA). In addition to visiting the RFHs periodically and as necessary to ensure that the Resource Families conform to applicable laws and the Written Directives, counties shall monitor Resource Families by conducting **annual updates** and approval updates as required by Sections 9-02, 9-03, and 9-04. All updates to the RFA include an announced inspection visit, pursuant to Section 9-02(b)(1) through (b)(9), followed by the completion of form [RFA-06 – Resource Family Annual Update](#) or an equivalent by the county.

Counties shall also investigate complaints regarding their approved Resource Families, including serious incidents reported by said Resource Families, as required by Written Directives Sections 9-06A and 9-06B.

Per [Foster Family Agency Interim Licensing Standards](#) Section 88370, FFA-approved RFHs are monitored by the FFA providing the approval. In addition to visiting the RFHs

periodically and as necessary to ensure that the Resource Families conform to applicable laws and the Interim Licensing Standards, FFAs shall monitor Resource Families by conducting **annual updates** and approval updates as required by Sections 88371, 88371.1, and 88371.2. All updates to the RFA include an announced inspection visit, pursuant to Section 88371(b)(1) through (b)(9), followed by the completion of form [RFA-06 – Resource Family Annual Update](#) or an equivalent by the FFA.

The California Department of Social Services (CDSS) shall investigate complaints regarding FFA-approved Resource Family Homes, including serious incidents reported by said Resource Families, pursuant to [Health and Safety Code \(HSC\) Section 1517\(c\)\(2\)](#).

Per [HSC Section 1517\(d\)](#), CDSS may also enter and inspect FFA-approved RFHs to secure compliance with the approval standards. For more information on RFA, please contact: [CCR@dss.ca.gov](mailto:CCR@dss.ca.gov) or [RFA@dss.ca.gov](mailto:RFA@dss.ca.gov).

## Health and Safety Tips for the Spring

As warmer weather approaches and the opportunities to engage in outdoor activities steadily increase, caregivers are reminded to pay close attention to care and supervision in order to help prevent illness and injuries and, at the same time, promote a healthy and active lifestyle for children and youth in their care.

With the slowdown of outdoor activities typically associated with the winter months, the return of fun fitness activities such as hiking, running, playing ball, and swimming marks a truly welcome change to the old routine. Together with good nutrition and frequent hydration, inclusive of fresh fruits, vegetables, whole grains, lean proteins, and beverages low in sugar, sodium, and saturated fat, spring can serve as yet another starting point to the resolutions made at the beginning of the year and a memorable account of ongoing successes in maintaining the health and safety of our children and youth.



Caregivers are reminded, in particular, to keep common recreation areas such as front and backyards clean and free of any hazards—these include items for storage, debris, and even toys or recreational equipment left unattended, presenting a tripping hazard. Along with a review of the regulatory pool safety measures, caregivers are also advised to ensure adequate sun protection. The [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) recommends the use of sunscreen with at least SPF (Sun Protection Factor) 15. For eye protection, wraparound sunglasses that provide 100 percent UV ray protection are recommended. This is also an ideal time to check and restock (as needed) all First Aid kits.

The following are links at the CDC that may prove helpful in ensure a spring season that is as fun and enjoyable to the children and youth

as it is safe and filled with healthy, empowering activities:

- [Nutrition for Everyone](https://www.cdc.gov/nutrition/everyone/index.html)(<https://www.cdc.gov/nutrition/everyone/index.html>)
- [Water-Related Injuries](https://www.cdc.gov/homeandrecreationalsafety/water-safety/waterinjuries-factsheet.html)(<https://www.cdc.gov/homeandrecreationalsafety/water-safety/waterinjuries-factsheet.html>)
- [Six Steps of Healthy Swimming](https://www.cdc.gov/healthyswimming/6_steps.htm) ([https://www.cdc.gov/healthyswimming/6\\_steps.htm](https://www.cdc.gov/healthyswimming/6_steps.htm))
- [Sun Safety](https://www.cdc.gov/cancer/skin/basic_info/sun-safety.htm)([https://www.cdc.gov/cancer/skin/basic\\_info/sun-safety.htm](https://www.cdc.gov/cancer/skin/basic_info/sun-safety.htm))

The following are selections taken from the Title 22 Regulations, Interim Licensing Standards, and county Written Directives that relate to the above subject but are not exhaustive. Caregivers are required to know the regulations and standards particular to their facility type and are therefore encouraged to review them with their staff as often as necessary:

Resource Family Homes – County Written Directives

- [§11-02 – Outdoor Activity Space](#)

Resource Family Homes – Foster Family Agency Interim Licensing Standards

- [§ 88487.2 – Outdoor Activity Space](#)

Short-Term Residential Therapeutic Program

- [§ 87087.2 – Outdoor Activity Space](#)
- [§ 87088.3 – Outdoor Activity Equipment](#)

Foster Family Home Regulations

- [§ 89387 – Buildings and Grounds](#)

Group Home Regulations

- [§ 84087.2 – Outdoor Activity Space](#)
- [§ 84088.3 – Outdoor Activity Equipment](#)

General Licensing Requirements

- [§ 80087\(e\) to \(f\) – Buildings and Grounds](#)



## IMPORTANT INFO AND PHONE NUMBERS

Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Foster Care Rates	916-651-9152
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Foster Care Ombudsman	1-877-846-1602
CCL Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541

## Notes and Credits

The Community Care Licensing Division (CCLD) publishes the Children's Residential Program Quarterly Update for the benefit of Licensees, Parents, Clients, Residents, and Stakeholders.

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